



Arizona @ Your Service

ADOT, Motor Vehicle Division (MVD): Motor Vehicle Record Request System (MVRSS)

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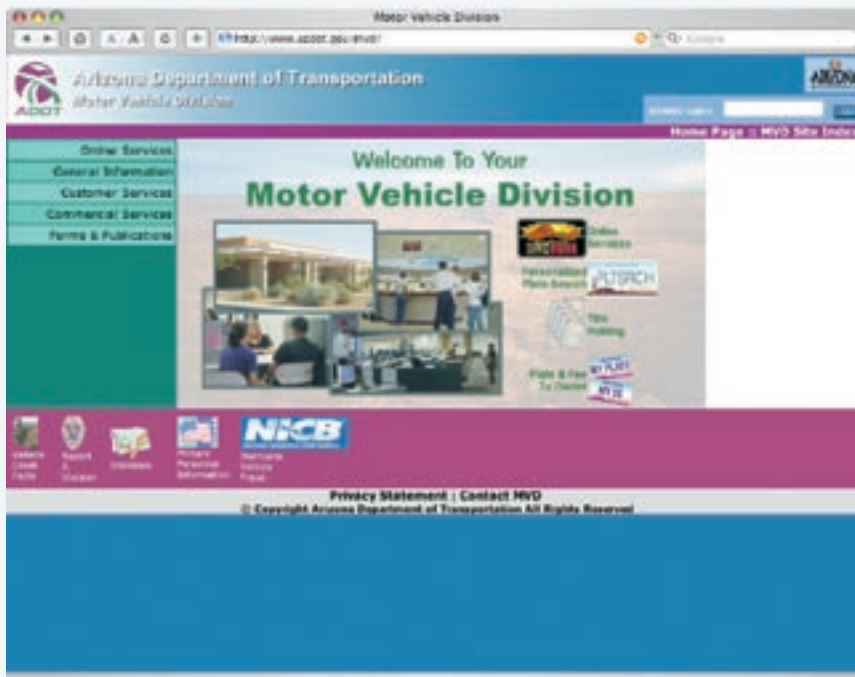
**The single electronic
access point for all motor
vehicle records**

Putting pressure on ADOT, MVD

Under certain carefully defined circumstances, many agencies in the State of Arizona must access citizen and business-owned motor vehicle records. The need to comply with requests from multiple agencies and to do so on a timely and efficient basis, was putting a tremendous strain on MVD personnel, especially since the agency had no added resources to help meet this demand.

Sharing and distributing the workload

To find an effective means of meeting the demands for motor vehicle records without putting undue stress on MVD personnel, the department worked with the Arizona Portal team, ultimately developing the Motor Vehicle Record Request System. The heart of the new system is its powerful programming interface called File Transfer Protocol (FTP), which enables various agencies to customize requests for records to meet their own specific needs. Thus, instead of MVD having to comply with multiple unique requests, each agency defines, develops and creates the format for the data it needs.



The results

Any state agency that needs, and is authorized to access motor vehicle record data, now has an easy-to-use Web-based interface and can conduct interactive and batch queries. Motor vehicle records are retrieved directly from the MVD's records databases. Single-record queries are available immediately. Those that are batched are available at frequent intervals throughout each day, rarely requiring more

than a 2-hour wait on the part of the requesting agency. No special equipment is required since the solution is Web based. Thus, funds are saved on capitol investments. Enrollment is fast, easy and free, as well as highly secure. And MVRRS allows users to customize their data-search results to meet their own specific and unique needs.

Some additional details

The key concepts for all agencies needing to access MVRs are ease

and efficiency. But some agencies also require a totally automated approach to data retrieval. For those agencies, MVRRS provides a useful Application Program Interface (API). Using this interface, the agency can write its own client/server application, define its access interface, and allow it to do the work that would normally be done by agency personnel. This simple programming effort makes life easier and more efficient for all concerned.

What the Customer Said

"Support has been my top hot button, and I think the level that IBM has provided has been outstanding. They have provided the right staff in all the right times and places. Also, the team members have learned very quickly about the demands of our business. The expectations for IBM as a business partner run high based on our working history and current projects. Because of our success in the past, the bar has been raised on what our division can expect to realize in process improvements, business efficiencies and e-Government solutions. IBM's Portal team continues to deliver results exceeding expectations on all levels in its quality of service. The state of Arizona, its working citizens and its business enterprises are the beneficiaries of this valuable partnership providing an innovative model for all forward-thinking government agencies."

William (Randy) Raiford, Deputy Assistant Director, Competitive Government Partnerships, ADOT, MVD

We're glad we could help, working hand in hand with:

- Arizona Department of Transportation
Motor Vehicle Division
- Arizona Government Information
Technology Agency
- Administrative Office of the Courts
- Arizona Department of Economic Security
- Arizona Department of Environmental Quality
- Arizona Government University
- Governor's Office of Highway Safety
- Arizona Department of Insurance
- Arizona State Board of Naturopaths
- Arizona State Board of Pharmacy
- Arizona State Board of Physical Therapy
- Arizona Department of Public Safety
- Arizona Department of Real Estate
- Arizona Registrar of Contractors
- Arizona Schools for the Deaf and Blind
- Arizona Board of Technical Registration
- Arizona Department of Weights and Measures
- and many more

